

Dear Sir / Madam.

I want to make a complain about SBC business practises. I was solusited by phone on 01/08/2003 by one of SBC representatives in Alabam named Natasha. This person stated that I will have several futures on my phone line and all will cost me only \$19.03 and plus tax \$21.82 every month. All this will includes, call ID, call ID waiting, 3 way calling, call return, speed calling and blocking out 900 numbers. To my surprise couple of days later 01/10/2003 when I did call for a DSL services and I asked about the status of my phone line. I was told that I would have to pay additional money for all the futures they had told me that I would be getting with the plan I was supposed to be on. I immediately asked them to cancel their solisited order and that I do not want it any more if that is the case that I have to pay additional \$16.80 for those futures they already told me that I will be having with my. I have repeatedly call and I was hang up upon and I was asked to call different number and twice I was transfered to unknown business voice mails. Often that I called, I was transfered from one person to the next and finally they hung up the phone on me over and over again when I was told from begining that I can call to cancel any time from the day of their solisitation 01/08/2003. I want an action to be taking against SBC for their deceptive business practises and that was my first reason from discontinuing their services many years ago.

Thanking you in anticipation.

Sincerely, A. I. Adeniji.  
(512) 990-7941